



## Cancellation Policy

We understand unforeseen events do occasionally occur in everyone's life. In an effort to be fair to all of the clients we serve, the following policies will be honored:

**24 hour advance notice** is requested when cancelling an appointment. We work diligently to maintain a considerate schedule for our patrons and appreciate any opportunity to effectively accommodate any change in schedule. Should a cancellation be necessary, we ask that you kindly call our office within 24 hours of your scheduled appointment. We do maintain a list of clients who would love a last minute appointment to meet their needs.

**No-Shows.** Anyone who forgets or consciously foregoes their appointment, regardless of reason, will be considered a 'no-show.' Their account will be marked, and a non-refundable advance payment prior to any future scheduled services may be required.

**Late Arrivals.** Arriving late to an appointment can result in a shortened treatment session. Depending upon arrival time, your therapist will determine what length of services is capable of being rendered out of consideration of those that may follow your appointment. Should you find yourself running late, please call as soon as possible to communicate your anticipated arrival. Unless otherwise agreed upon, you will be responsible for the 'full' rate of the type of session booked.

We are grateful for the opportunity to be part of your wellness journey.

With gratitude,

Heather's Holistic Health